

System Map 2, Feedback Loops

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SUPPORT FOR (AGENCY): DFR

FOCUS AREA: CCDF - Child Care Development Fund
FEEDBACK LOOPS:Request For Information (RFI), QA Reports,
Utilization Reports**FEEDBACK LOOPS:**Error Report, Request For Information (RFI),
Payment Discrepancies

<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Federal Legislature State Legislature	Laws Regulations	Primary Child Care for Needy Families Contract management & monitoring EBT Provider Contracts	Policy Response	Local Office Staff Federal Government
Federal Executive Branch State Executive Branch	Legal Decisions / Settlements Policy Development Child Care Applications (Form 805)	Eligibility Agents Provider licensing / certification Provider education and development Family enrollment with certified provider	Fraud Claims Recertification Decisions	Taxpayers Clients
Policy Unit Courts	Supporting Documents	CCDF Quality Control Policy development and support	Error Reports Federal Reports	Central Office Staff CCDF providers
Clients / Recipients	Business Needs Interpretations of regulations / laws	Financial/budget analysis (for large changes) Bill analysis for Legislature	Annual Report	Executive Office
Local Office Staff	Case Files	State and Federal reporting Constituent correspondence	Client Notices	Other States
Third Party Contacts (Banks, Employers, etc.)	Answers to Questions	Technical: Peoplesoft IT Support CMS WRIDB Data warehouse EBT CRO (Central Reimbursement Office-ACS) Regulated Child Care System dB (DTS) AIS dB (5-7 separate dB's-Stutz Bldg) EPIC-Electronic Payment Processing Information System dB (CRO-TX) ACS Provider Payment Help Desk AIS User Help Desk	Local Office Notifications MOUs / Contracts	Research Community Research and Statistics
Federal Agencies	Independent Verifications		Administrative Letters	Other Agencies
Financial Management	Form Inventory		Training	Federal Agencies Indiana Commission on Public Records
State Auditor	Constituency Inquiries		State Plan Amendment Request for Further Information Requests for Forms Up-to-date Forms Eligibility Decisions Provider Payments	
Taxpayers Legal Central Office Staff Contactors (Vendors) Data Management Public Hearings & Appeals				
Completed by: Joan Cartwright				